

## GCCC Policy Add Template

**Category:** Personnel

**Division:** HUMAN RESOURCES

**Department:**

**Policy Title:** GRIEVANCES AND COMPLAINTS - EMPLOYEE

**Policy Statement:** The procedure for faculty grievances is fully explained in Article IX of the Negotiated Agreement. Non-faculty employees may express concerns arising from working conditions, employment practices or differences in interpretation of policy which might occur.

**Procedures:** Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental to themselves or the college, the employee should follow the procedure described here for bringing the complaint to administration's attention. When an employee believes a work condition or treatment is unjust, inequitable, a hindrance to effective operation or creates a problem, they are encouraged to:

1. Discuss the problem with the immediate supervisor as a first step. If the employee does not believe a discussion with the supervisor is appropriate, or feels uncomfortable speaking to their immediate supervisor, the employee should proceed directly to Step 2.
2. If the problem is not resolved after discussion with the supervisor or if the employee thinks a discussion with the supervisor is inappropriate, the employee may pursue the process to the next level of authority, the supervisor's supervisor or vice president.
3. If the problem is not resolved after discussing it with the second level of authority, the employee should contact the Human Resources Director.
4. The Human Resource Director will conduct an investigation and consider the facts. The results of the investigation will be presented to the President for review. All complaints reaching the President or designee through the line of administrative authority will be finally adjudicated by the President or designee. The employee will normally receive a response regarding the problem

**Contacts:** Director of Human Resources

**Approved Date:** 8/1/2013

**Policy History:** Click here to enter text.

**Keywords:** GRIEVANCES, COMPLAINTS

**Related Form:** Click here to enter text.